

Statewide Fingerprint Imaging System (SFIS)

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Los Angeles County Completed December 2000

The SFIS/EDS Installation Team is happy to announce that 58 counties within the State of California now have the Statewide Fingerprint Imaging System installed.

The SFIS team wishes to thank the counties for their help, cooperation and understanding during this statewide effort. They were always met with enthusiasm and support by County staff. The Team finished all of Los Angeles County by December 31, 2000.



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Common SFIS Help Desk Questions

- Q. Why can't the Help Desk reset my password when I lock myself out?
- A. For security reasons, the Help Desk is able to verify a user's identity before resetting a password. The only security information available to the Help Desk for the "E" level county IDs (system administrators and county coordinators). County staff must reset all other user IDs.
- Q. What is the function of the "Retake" button?
- R. The "Retake" button should be used when you want to retake a photo at a later date. When you click the "Retake" button, the name, etc. will appear on a "Retake Report" to remind the county to reschedule the client into the office to take another Photo. Some examples of when you might want to use the "Retake" button is if the client has been temporarily disfigured or

bandaged due to an accident, surgery or some other circumstance that temporarily changes the client's appearance. If you want to take another picture immediately because the client blinked, sneezed, turned away or for some other reason you want to take another photo prior to transmitting; after taking the fingerprint images, simply click on the photo tab and click "Start" to reactivate the camera and take the photo again.

- Q. Why does the system "exempt" prints when they appear to be fine?
- A. The system will attempt to take a fingerprint image 3 times. If all images are poor quality, but meet a certain minimum qualification, the system will keep the best of the three. However, if the images are of such poor quality, the system will not accept them and must exempt the image.



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